

Log #	Catg#	Date	Description of Issue	Description of Resolution	Date
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Log #	Catg#	Date	Description of Issue	Description of Resolution
1001	1	7/10/2006	The Orig wanted to complain about a CA that they felt was being dishonest.	We apologized and reassured them that everything in confidential.
1002	1	7/31/2006	The Orig wanted to complain about a CA that they felt had stopped trying to dial the number for them. And was just telling them no one was answering.	We apologized and explained that we would inform the training department to look into the situation.

Date

7/10/2006

7/31/2006

Log #	Catg#	Date	Description of Issue	Description of Resolution
1032	1	8/11/2006	The Orig wanted to complain about 2 things. One that someone had changed there password and canceled there NexTalk account. Second they claim to be receiving "Child Stalking" calls. Want us to fix and block the calls.	We advised them to check with NXI to figure out what they can do about there account. As for the "Child Stalking", we said we could check to see if there was anything we could do but they said "No".
1051	1	8/30/2006	The Orig wanted to complain about a CA being rude. Orig Felt that the CA didn't call there number enough and then hung up on them.	Meeting with the CA and then retraining for multiple dialed numbers.
1053	1	8/31/2006	The Orig wanted to complain about the CA hanging up on them.	Meet with the CA and retrained how to properly disconnect a call.

Date
8/11/2006
8/30/2006
8/31/2006 *

Log #	Catg#	Date	Description of Issue
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1060	1	9/18/2006	The Orig had a complaint about a CA hanging up on them. The Orig didn't have the CA's number though.
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1064	1	9/18/2006	The Orig had a complaint about a CA hanging up on them. The Orig didn't have the CA's number though.
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Description of Resolution	Date
We talked with the Orig and they were content at the end of the call. We will be talking to CA's to make sure they understand proper procedure.	9/18/2006
We talked with the Orig and they were content at the end of the call. We will be talking to CA's to make sure they understand proper procedure.	9/18/2006

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Log #	Catg#	Date	Description of Issue
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1107	1	11/2/2006	The Orig was Frustrated that the CA dialed the wrong number and they were trying to get on a conference call.
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1120	1	11/15/2006	The Orig wanted to make a complaint about a CA who hung up on them.
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Description of Resolution	Date
We apologized for the inconvenience, and told them that we would be contacting QA to handle this situation with further training.	11/2/2006
We apologized for the inconvenience, and told them that we would be contacting QA to handle this situation with further training.	11/15/2006

Log #	Catg#	Date	Description of Issue
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1138	1	12/11/2006	The Orig wanted to complain about a CA that was rude, would hang up, and would type over their GA.
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Description of Resolution	Date
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<p>We apologized for the inconvenience and informed the <i>Orig</i> that we would talk to the <i>CA</i> and inform the training department. They were satisfied.</p>	<p>12/11/2006</p>
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Log #	Catg#	Date	Description of Issue
1154	1	1/3/2007	The Orig wanted to hang up and said they had typed SKSK and didn't understand why the CA didn't hang up.
1163	1	1/5/2007	The Orig wanted to complain about how long it took to answer there call.
1204	1	1/31/2007	The Orig wanted to complain about a CA not using a prefix when relaying a recorded message.

Description of Resolution	Date
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We tried to find out if they wanted anything and they just wanted us to hang up. So we hung up. 1/3/2007

We explained to them how we were in Queue and we thanked them for there information. 1/5/2007

We thanked them for bringing this to our attention and said we would let the training department know. 1/31/2007

Log #	Catg#	Date	Description of Issue
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1213	1	2/2/2007	The Orig wanted to complain about a CA disconnecting the relay call.
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Description of Resolution	Date
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We apologized for the inconvenience and explained that we would contact the training department.

2/2/2007

Log #	Catg#	Date	Description of Issue
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1250	1	3/6/2007	The Orig was a company that was sick of receiving fraud calls.
1264	1	3/16/2007	The Orig had a complaint that the CA was interrupting them many times during the call.
1267	1	3/17/2007	The Orig wanted to complain about the CA that took there call.

Description of Resolution	Date
We apologized and explained that we have to relay the call as it comes in to us. Per rules and regulations.	3/6/2007
We apologized and explained that we would have the training department look into retraining.	3/16/2007
We apologized for the inconvenience and since the Orig wouldn't tell use the exact problem we said we would have QA check on the CA.	3/17/2007

Log #	Catg#	Date	Description of Issue	Description of Resolution
1298	1	4/16/2007	The Orig wanted to complain about a CA for not keeping up with the conversation and lots of typos.	We apologized for the inconvenience and explained that we would have the training department look into the situation.
1301	1	4/20/2007	The Orig wanted to complain about a Spanish CA that didn't know Spanish very well.	We apologized for the inconvenience and explained that we would have the training department look into the situation.
1302	1	4/20/2007	The Orig wanted to Complain about how our service couldn't dial a local area number for where they were located.	We apologized for the inconvenience and explained that if they could get an out of state number for us to call we could complete there call.

Date

4/16/2007

4/20/2007

4/20/2007

Log #	Catg#	Date	Description of Issue	Description of Resolution
1317	1-VRS	5/2/2007	The Orig wanted to Complain about a VI and how they were screening calls.	We apologized for the inconvenience and explained that we would let the proper people know so they could look into the situation.
1336	1	5/22/2007	The Orig wanted to complain about a CA and how a young kid was telling them to use GA's.	We apologized for the inconvenience and explained that we would have the training department look into the situation.
1346	1	5/31/2007	The Orig wanted to complain about a CA that wasn't following the instructions they gave.	We apologized for the inconvenience and explained that we would have the training department look into the situation.

Date

5/2/2007

5/22/2007

5/31/2007
